

Take a seat

The Delta One suite has set a new Business Class standard, offering passengers more space, privacy and comfort BY MELISSA SILVA



Each A350 and 777 aircraft will feature 32 suites



Delta One suite passengers will receive Delta One service, which includes chef-curated meals and wine pairings by Delta's Master Sommelier Andrea Robinson

Dubbed the “[best seat in the skies today](#)” and “[both a passenger experience revolution and an admirable technical feat](#)” by *Travel + Leisure* magazine, the [Delta One suite](#) has been making waves in the aircraft interiors industry since it was introduced last year. A quick online search brings up an array of commentary, including a few articles about the new cabin concept that also references the “[disappearing act](#)” of First Class, in light of the rise of comparable — and in some instances more affordable — Business Class concepts, such as Delta’s new suite.

Designed with an emphasis on comfort and privacy, the Delta One suite offers Business Class passengers a private space accessed by a sliding door, thoughtfully-designed stowage areas, a best-in-class inflight entertainment system and premium trim and finishes. The configuration of the Delta One

suite is 1-2-1 to maintain direct aisle access for all passengers on all widebody aircraft. Center suites will have a sliding privacy divider that can be left open for passengers traveling together if interested.

“The idea started with our customers and understanding what was missing from their experience today and what they were looking for in the future,” says Joe Kiely, Managing Director – Product and Customer Experience for Delta Air Lines. “We did extensive customer research, testing, and focus groups to learn what would fundamentally improve the Delta One experience. Privacy, more stowage, and a ‘residential’ feel were key findings that ultimately drove the development of the Delta One suite.”

Kiely adds that although Delta Air Lines has always been customer-focused, developing the Delta One suites provided the airline with the opportunity to focus more on innovation and design, as well as “thoughtful consideration for all features and customer touch points.”

Delta selected the [Thompson Vantage XL](#) seat for the suites after reviewing several business class seat models and conducting tests with passengers. “This particular seat offered the most comfort and space, as well as a great partnership with a supplier that supported our vision to fully customize the seat to create an innovative, premium experience that offered more privacy, stowage and an evolved design,” says Kiely.



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Each suite features full flat-bed seats with direct-aisle access

Following its debut on Delta's first A350 due to enter service in the fall with its first flight taking place on October 30 from Detroit (DTW) to Narita (NRT), Delta One suites will begin to be installed on Delta's 777 fleet in the spring of 2018.

In addition to the existing Delta One service and full flat-bed seats with direct aisle access that have been part of the Delta offering for over eight years, the Delta One suite will also feature an array of amenities including: a full-height door at every suite; sliding privacy dividers between center suites; in-suite, customizable ambient lighting; dedicated stowage compartments for shoes, headphones and laptops; contemporary design featuring premium trim and finishes; a memory foam-enhanced comfort cushion; an 18-inch, high-resolution inflight entertainment monitor, among the largest in its class and a universal power outlet and high-powered USB port at every seat.

"Delta One service also includes the features Delta customers have grown to expect, such as chef-curated meals, wine pairings by Delta's Master Sommelier [Andrea Robinson](#), [Westin Heavenly In-Flight Bedding](#), [LSTN noise-canceling headsets](#), [TUMI amenity kits](#) featuring [Kiehl's Since 1851](#) premium skincare, and inflight loungewear on select flights," adds Kiely.

Winning the [Crystal Cabin Award for the Best Cabin Concept](#) at this year's ceremony held during the [Aircraft](#)

[Interiors Expo](#) in Hamburg this past April, is certainly only increasing the buzz surrounding the suite. The awards, which saw 85 entrants from 21 nations this year, feature an international judging panel of 29 aviation experts ranging from airline representatives and professors to aircraft manufacturers and journalists.

"This is an incredibly special award for Delta and for our teams who worked so hard to create the Delta One suite," says Kiely. "It represents a lot of what makes Delta so unique — a culture of collaboration, determination, and innovation, as well as always putting the customer first. We're extremely proud to be recognized and we're even more excited for what this win means to the Delta brand and for our customers who ultimately will receive the benefits of this win."

Delta [began selling](#) its Delta One suites — as well as Delta Premium Select fare — on June 17.

L.A.-based chefs to produce fare for Delta One transcon flights

Los Angeles-based chefs [Jon Shook](#) and [Vinny Dotolo](#) will be developing menus for service in the Delta One cabin on Delta Air Lines this fall.

Shook and Dotolo's most popular establishments are [Animal](#), [Son of a Gun](#) and [Jon & Vinny's](#).

Delta One passengers on flights from LAX to New York/Kennedy and Washington Reagan will be served menus by the chefs that will feature local, fresh and seasonal ingredients.

"Jon Shook and Vinny Dotolo are known for delighting diners at their restaurants through diverse offerings and familiar flavors presented in bold, unexpected ways," said Allison Ausband, Delta's Senior Vice President – In-Flight Service in the announcement. "We are thrilled to bring their fare to the skies and offer a taste of some of Los Angeles' most popular restaurants to our Delta One customers — whether they're locals who are craving a taste of home or visitors who want one last essential L.A. experience before heading home."

Similar to the meals [Union Square Hospitality Group](#) creates daily for Delta One customers out of New York, Shook and Dotolo will prepare the new menu selections at a dedicated facility in Los Angeles. They will be transported to LAX each day from their catering company, [Caramelized Productions](#), to ensure customers experience restaurant level service in the skies.

"We are excited to bring our local L.A. cuisine to Delta One customers across the country," said Shook and Dotolo. "Delta is really taking an innovative approach to onboard dining and we are proud to partner with them as they change the conversation around airplane food and elevate the customer experience inflight." [P](#)



Chefs Jon Shook and Vinny Dotolo